Project Scope

This project aims to develop a booking management system to help our client simplify and streamline their current booking management process. To define our project scope, we first discussed with the client to understand their current process, pain points, and their expectation and requirements for the new system. Then, we discussed and defined our scope of work, as well as out-of-scope tasks.

1. Current Process Analysis

We conducted meetings and discussions with Science Gallery staff (Eileen and Chris) to understand the existing booking management process:

- 0. **Form Submissions/Phone Calls**: Science Gallery staff is contacted by school teachers for booking through **Microsoft form** submissions or phone calls.
- 1. The request is recoded in **Planner** (the to do list with templates)
- 2. Check if the venue is available on the requested booking date in **Priava** (for venue space with consideration of others programs in the space on the day) and in **Microsoft Calendar** (for full and part time staff). If so, add it in. If not, contact the teacher to find an alternative date.
- 3. Record all information in an **excel document**
- 4. Confirm with the school, send risk assessments, resources, ask for medical information + bus details + invoice details
- 5. If the school needs a bus, book the bus with **Bus Charter**
- 6. If the school is non-partnered, issue an **invoice** through UoM Finance (raise an invoice or ADI Journal)
- 7. Casual staff rostered via **When I work**
- 8. Manage additional requests as they come e.g. prayer room, wheelchair accessible bus etc.

We identified some **constraints** in the process:

- Priava cannot be replaced, as all events in the university should go through this platform.
- Events team and university classes may also book spaces, affecting availability, making it difficult to solve double booking issues with the system.
- Outlook and its calendar need to be kept, as all university staff use Outlook for time management, meetings, and general organisation.
- For steps that involve communication, negotiation or manual checking, the system cannot replace human work, including receiving phone calls from schools, negotiating the schedule of school visits, booking bus, issuing invoice, and casual staff rostering.

2. Scope of Work

We defined the scope of work after understanding the constraints, and discussing with client to clarify their priorities (reflected in user story's MOSCOW priority). The project aims to develop a booking management system to integrate multiple existing functionalities used by Science Gallery staff, such as Microsoft Forms, Planner, and Excel, into a centralised platform to reduce manual tasks and improve efficiency.

- **Booking request form:**
    - Develop functionality to replace the current form submissions with customised booking requests forms for school teachers.
    - Automate data input processes to eliminate manual copying and pasting.
- **Booking data management:**
    - Transfer existing Excel-based booking data management into the new system, eliminate the need to manually copy-paste booking data.
    - Develop features to help science gallery staff better manage the booking records, e.g. adding new booking in the system, editing booking details, delete existing bookings, change the status of a booking request etc.
- **To-do checklist:**
    - Incorporate Planner features (to-do list) into the system to facilitate scheduling and progress tracking.

- To-do list items will be generated based the templates provided by the client.
- **System flexibility:**
  - Develop features to manage program details, where staff can add, edit or delete programs to update this input field in the booking form.
  - The system should include a school list function for staff to manage the school details.
- **Data reporting:**
  - Implement functionality for exporting booking data to excel, and data reporting within the system.

3. Out of Scope Work

- Integration of Priava in the booking system.
- Automatically addressing double booking issues in the system.
- Automated bus booking or invoice issuing.
- Data migration tasks unrelated to developing booking management system.
- Development of entirely new features or functionalities not directly related to booking management.
- Mobile screen-size content and layout adjustment of the system.